

## **RACINE PUBLIC LIBRARY**

### **Service to the Homebound Policy**

#### **Patron Eligibility**

Homebound service will be provided to residents of Racine County living east of I-94 who are not able to come to the library. "Homebound" is defined as being generally confined to the residence either temporarily, due to illness or accident, or permanently, due to age, disability or other mobility problems. A certificate of eligibility must be completed and signed by a medical doctor or other professional, other than the applicant's immediate family, as part of the application for homebound service.

#### **Library card registration/use**

Each homebound patron must register for a library card if s/he does not already have one. The volunteer or staff member who makes the initial delivery will take care of registering a patron who does not have a card, and homebound patrons will retain their cards. A file containing the homebound services registration forms, including library barcode, will be maintained by the library for use in checking out materials to these patrons.

#### **Delivery Schedule/Loan Period**

Materials will be delivered by a volunteer once a month. At the time new materials are delivered, the items from the previous delivery will be retrieved and returned to the library. Deliveries will be made Monday - Friday between 10 am and 2 pm.

#### **Fines/Fees**

There is no fee for homebound delivery. Overdue fines will not be charged on homebound materials, but the library's standard fee schedule will apply for damaged or lost items.

#### **Materials Available for Homebound Delivery**

All formats of materials are eligible for homebound delivery, but items in high demand may be excluded. The usual limits of 10 items per AV format will apply. Only materials owned by the Racine Public Library are eligible for home delivery, but requests for purchase will be considered for items that the library does not own. Each delivery will be limited to one bag of materials or approximately 25 – 30 items.

#### **Homebound Environment Required for Delivery**

Patrons requesting homebound services must provide a safe and appropriate environment for volunteers or staff members who make deliveries to their homes and patrons must protect all library materials while in their custody. Volunteers or staff

members may choose not to enter a home, to leave a home immediately and/or to recommend suspension of the service if any of the following conditions exist:

- Pets are not confined (with the exception of service animals trained to assist a disabled person).
- A clear and safe path to the home, with snow shoveled and ice removed.
- Any person in the home is dressed in revealing attire.
- Any person in the home presents threatening behavior.
- Any person in the home uses abusive or obscene language, makes obscene gestures or displays obscene images.
- Any person in the home harasses the library's representative.
- Any person in the home exhibits signs of illness that may jeopardize the health of the library's representative and the library has not been notified of the illness.
- Any person is smoking inside the home at the time of the library's delivery.
- Any person is engaging in any illegal activity in the home at the time of the library's delivery.
- Any library material currently in the possession of the homebound patron appears to have been willfully defaced, mutilated or damaged while in the custody of the homebound person.
- Conditions in the home are unsafe or unsanitary.

If a volunteer or staff member must leave the home, deny service or wishes to recommend suspension of service because the occurrence of any of the above is deemed to make the home environment for delivery unsafe or inappropriate, the volunteer or staff member shall provide the Head of Extension Services and the City Librarian with notice of why such action occurred together with any recommendation for length of suspension of service.

The Head of Extension Services shall send written notice to the patron of the reason for and the length of any continuing suspension of service and shall provide a copy of the notice to the City Librarian. No suspension of service in excess of thirty (30) days shall be imposed unless it is recommended by the City Librarian and approved by the Board of Trustees. Any homebound patron may request in writing that the suspension of service be reviewed by the Board of Trustees at the next monthly Board meeting.

*Approved by the library board 2/27/2015; amended January 18, 2018.*